

In order to improve communications with its Spanish-speaking customers, Duke is designing and building a fully automated Spanish Outage Reporting application, enabling Spanish-speaking customers to report their outages through a toll-free number similar to PowerOn. Duke is in the analysis phase of this project, currently working to gain a better understanding of the needs and expectations of this customer segment. Duke indicated that while it expects the Spanish outage reporting functionality to mirror the English offerings Duke has today, feedback received from the Spanish-speaking community suggests that the presentation for Spanish-speaking callers may need to differ from the presentation for English-speaking callers. For example, Spanish-speaking customers have indicated that they want more information about electric service in general and electric safety during power outages. Duke indicated that it is considering incorporating a callback function into its Spanish Outage Reporting application. This project is expected to be complete in the fourth quarter of 2003.

Progress Energy had Spanish-speaking customer service associates available 24 hours a day throughout the restoration period, and Spanish-speaking customers were directed to these associates. No complaints were received from Spanish-speaking customers about availability of assistance, and the company is not aware of any delay in service restoration due to language problems. However, after the Ice Storm, in order to improve its communications with Spanish speakers in future storms, Progress Energy made enhancements to its automated outage reporting system (effective January 27, 2003) enabling Spanish-speaking customers to have the exact outage reporting functionality that is provided to English-speaking callers, with the exception of the option to receive a callback. The Spanish callback functionality was implemented on June 9, 2003. The system calls back all customers who did not opt out